

Dear FCC Commissioners & Staff:

In business we have had as many as 3 ISPs at any time. A small, regional, ISP is our backbone. We require redundancy in order to make sure we can access the internet to conduct our business.

I have had excellent service from our small ISP.

They have a service/customer relations department that is fantastic.

I have NEVER for any technical problem recieved anywhere near the level of support from ANY national company that I have had from our regional ISP.

The smaller companies can deliver a level of customer support and interaction that will never be done at a national level.

For most of us if we can get a dial tone and get connected we don't care how that is being done. We do care when we can't get software, hardware and miles of phone line to work together. Smaller companies have a big edge there.

They may not be at the top of the food chain but without a doubt they do try harder.

Sincerely,

Mark Carney
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